



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
REGION III
1650 Arch Street
Philadelphia, Pennsylvania 19103-2029

Report Title: TSCA Lead RRP Inspection of Pella Mid-Atlantic, Inc.
Inspection Date: 03/14/2022
Regulatory Program(s): Toxics Substances Control Act (TSCA) - Lead Renovation, Repair and Painting Rule (RRP)
Inspection Type: For Cause
Company Name: Pella Mid-Atlantic, Inc.
Facility Name: Pella Mid-Atlantic, Inc.
Facility Address: 12100 Baltimore Ave., Ste 1
Beltsville, MD 20705
Latitude: 39.056420 **Longitude:** -76.891750
County: Prince Georges County
NAICS Code: 236118 **SIC:** 1799
Unique Project #: RRP 2022007

Facility Representative(s):	Point of Contact
John Dennis	<input checked="" type="checkbox"/>
Phone: 301-957-7000 Email: jdennis@pellamidatlantic.com	
Andy Popovici	<input type="checkbox"/>
Phone: 301-957-7000 Email: apopovici@pellamidatlantic.com	

EPA Inspectors:
Paul J. Ruge, Jr.
Phone: 410-305-2683 Email: ruge.paul@epa.gov

EPA Lead Inspector
Signature/Date

(b) (6)(b) (6)

5/12/2022

Paul J. Ruge, Jr. (SEE) 3LC41
701 Mapes Rd.
Fort Meade, MD 20755

Date

Supervisor
Signature/Date

(b) (6)(b) (6)

5/17/2022

Aquanetta Dickens (3ED23)

Date

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I. Introduction

A tip/complaint was received on January 8, 2022 via the Environmental Protection Agency's Report a Violation system from a complainant alleging that Pella Mid-Atlantic, Inc. did not follow lead safe work practices while replacing twenty seven windows and three doors in the complainant's residence that was built in 1914. The complainant provided various photos and security camera footage to support their claims.

On Monday, March 14, 2022, Paul J. Ruge, Jr., a representative from the U.S. Environmental Protection Agency ("EPA" or "Agency"), conducted an announced TSCA Lead inspection of Pella Mid-Atlantic, Inc., located at 12100 Baltimore Ave, Ste #1 in Baltimore, Maryland 20705 to determine compliance with the Renovation, Repair and Painting (RRP) Rule.

A. Summary of Site/Facility

N/A – There is no site summary associated with this facility.

B. Entry & Opening Conference

On March 14, 2022 at approximately 9:30 A.M., Inspector Paul Ruge arrived at the office of Pella Mid-Atlantic, Inc. to conduct an inspection to determine Pella Mid-Atlantic, Inc.'s level of compliance with the RRP Rule. Upon arrival, the inspector introduced himself, presented his credentials to Mr. John Dennis, General Manager, and explained the purpose of his visit. The inspector asked Mr. Dennis if he was the person authorized to give consent to the inspection. Mr. Dennis stated that he was, in fact, the appropriate person to consent to the inspection and sign on behalf of the company. Once this was established, Inspector Ruge presented and explained the Notice of Inspection Form to Mr. Dennis and both the inspector and Mr. Dennis signed the form. Next, Inspector Ruge presented and explained the Confidential Business Information Form to Mr. Dennis and he signed the form. No questions were asked about the forms. Inspector Ruge and Mr. Dennis were then joined by Andy Popovici, Director of Operations, Brian Haney, Installation Manager, and Aaron Smith, Order Verification & Purchasing Manager.

After these forms were presented and signed, Inspector Ruge proceeded to explain that the purpose of the inspection was to determine Pella Mid-Atlantic, Inc.'s level of compliance with the RRP Rule. The inspector also indicated that, as part of the inspection, he would be requesting to see contracts and/or statements of work for renovations performed in the past year, as requested in the inspection notification letter sent out on January 26, 2021. The inspector stated that he would be selecting and scanning a percentage of these contracts and would be looking to identify where Pella Mid-Atlantic, Inc. documented compliance with the various provisions of the RRP Rule (e.g. work practice standards, pre-Renovation Education, renovator and firm certifications, etc.).

Mr. Dennis stated that the company was founded in 1931 as KC Company, Inc. and converted to Pella Mid-Atlantic, LLC in 2018. Pella Mid-Atlantic, LLC has an annual revenue of approximately \$92 million. He stated that the company goes by no other name nor has any d/b/a's.

Mr. Dennis stated that Pella Mid-Atlantic, LLC was a general contractor that performed both sales and installation of doors and windows in the mid-atlantic area.

Mr. Dennis stated that the current number of employees was approximately 260 and had averaged about 245 over the past twelve months.

Inspector Ruge asked Mr. Dennis if he was familiar with the RRP Rule and if the company was certified with the EPA and employed any certified renovators. Mr. Dennis stated that he was familiar with the RRP Rule and that Pella Mid-Atlantic, LLC was an EPA certified firm and employed EPA certified renovators. Mr. Dennis provided current EPA certified renovator certificates for twenty employees. He also provided four lead safety certificates for employees from Delaware Technical Community College and one renovator certificate from the Delaware Healthy Homes and Poisoning Prevention Program.

Mr. Dennis stated that Pella Mid-Atlantic also used subcontractors for installations. Mr. Dennis provided copies of EPA certified renovator certificates for the subcontractors and EPA firm certifications for some of the subcontractors. He provided a contract template that the company used with the subcontractors. He also provided an executed copy of a contract with Caleb Home Improvement, LLC.

II. Site Activity

N/A; no process is associated with this site/facility and thus was not documented for this inspection.

III. Observations

N/A; a walkthrough of the facility was not performed/is not applicable for this inspection.

IV. Records Review

Mr. Dennis stated that Pella Mid-Atlantic, Inc. had performed approximately 3,450 jobs over the past twelve months, of which, approximately 500 were jobs on pre-1978 constructed residences with 419 having proven to contain lead paint. Three lists of jobs were provided to the inspector. A list of all jobs performed in 2021, a list of jobs performed on pre-1978 residences performed in 2021, and a list of lead safe installations performed in 2021.

Mr. Dennis provided a completed copy of the customer window contract that the company used for (b) (6)(b) (6)(b) (6)(b) (6)(b) (6)(b) (6)(b) (6)(b) (6)(b) (6) as an example of the company's way of using docu-sign on the contracts, the receipt for "Renovate Right" and the provision of the pamphlet to the customer.

Mr. Dennis provided paperwork for the work performed at (b) (6)(b) (6)(b) (6)(b) (6) (b) (6)(b) (6)(b) (6)(b) (6) as requested in the inspection letter. Inspector Ruge randomly selected twelve jobs from the list of lead safe installations performed in 2021 and two jobs from the list of jobs performed on pre-1978 residences in 2021 that were not listed in the lead safe installations list.

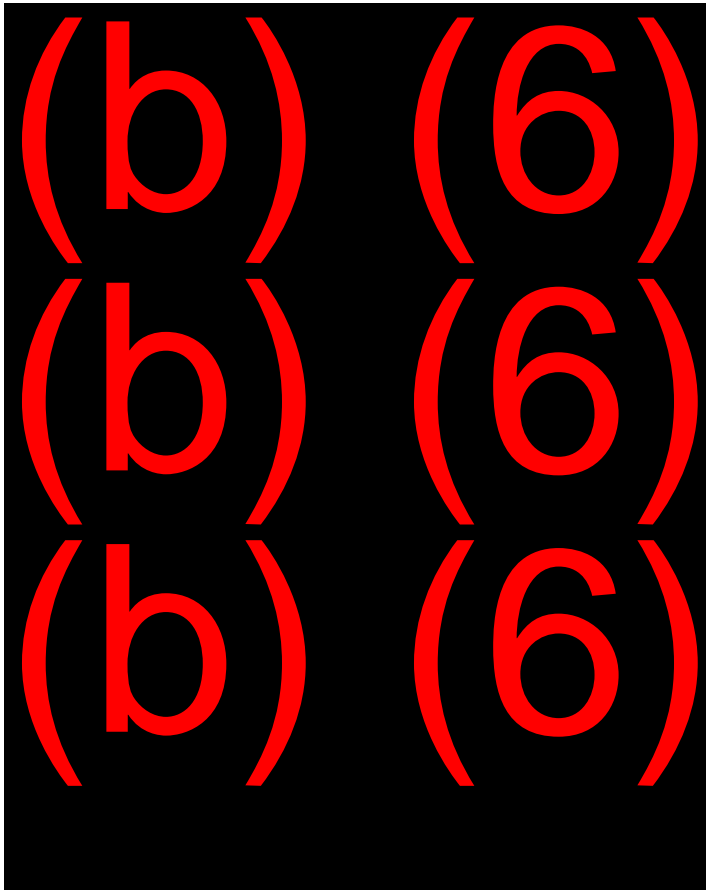
The list of property addresses along with the year built, and contract dates are listed below.

Renovation Contracts:

Address

Contract Date

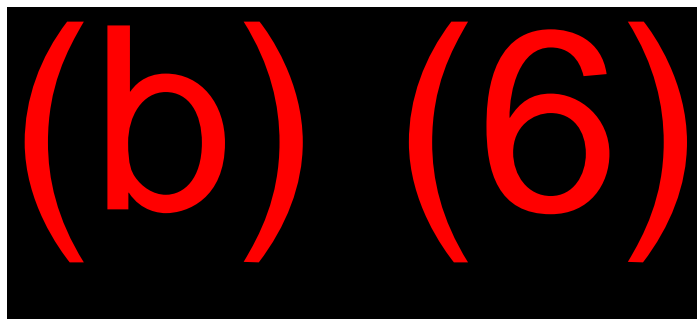
Yr. Built



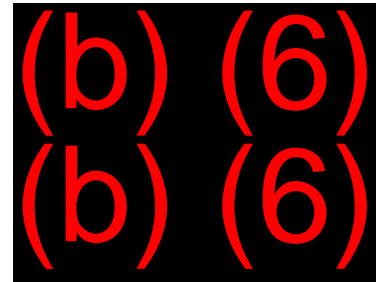
5/18/2021	1914
11/3/2020 docu-sign rcpt.	1962
no contract	1941
10/12/2020 docu-sign rcpt.	1916
11/24/2020 docu-sign rcpt.	1895
10/21/2020 docu-sign rcpt.	1910
no contract	1911
1/18/2021 docu-sign rcpt.	1926
no contract	1945
1/28/2021 docu-sign rcpt.	1950
no contract	1941
6/24/2021 docu-sign rcpt.	1908
6/2/2020 docu-sign rcpt.	1935
1/27/2021 docu-sign rcpt.	1900
9/30/2020	1940

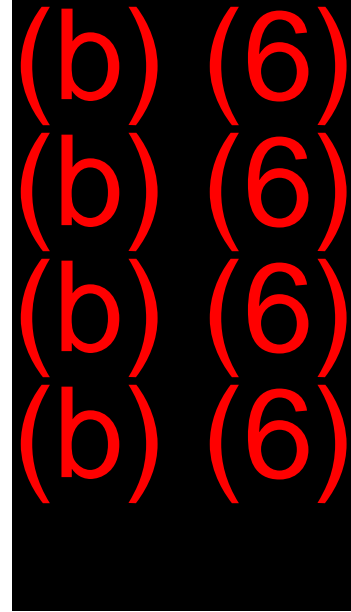
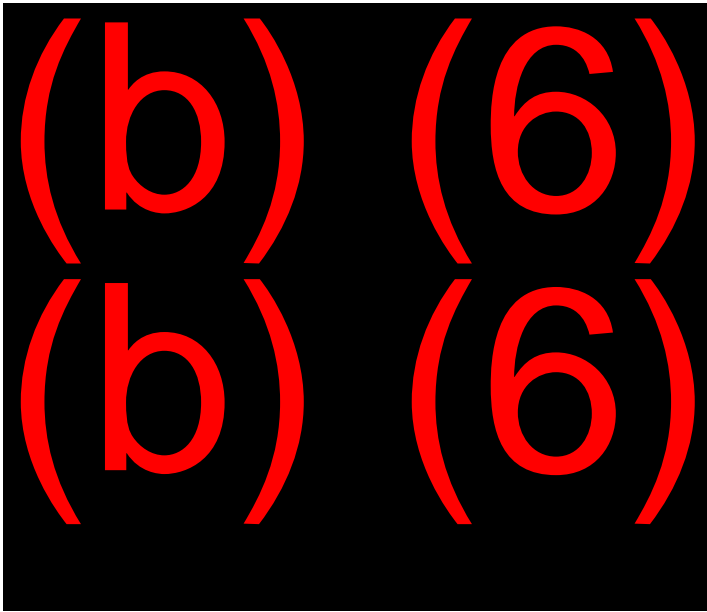
Location of Contracts:

Address



GPS Coordinates





The latitude/longitude coordinates for these property addresses are according to latlong.net. All “year built” dates are according to RealQuest Professional.

Inspector Ruge observed that most of the job paperwork provided by Mr. Dennis did not contain the contract; most did contain the docu-signed receipt for the “Renovate Right” pamphlet as indicated in the list of contracts above.

Inspector Ruge observed that for:

1. (b) (6)(b) (6)(b) (6)(b) (6) - The lead-safe checklist and clean verification was fully checked indicating everything was done and signed by “JMB”, the EPA certified subcontracting company, not the certified renovator. The on-the-job training record was completed and signed by Donato Chizuco, the company owner and EPA certified renovator indicating the trainee was trained to test for lead and certify clean verification.

1. (b) (6)(b) (6)(b) (6)(b) (6) - Photos were provided by Brian Haney of Pella Mid-Atlantic displaying drop cloths mixed with plastic to provide covering on the floors and not all of the customers property was properly covered.

3, 7, & 9 – There was no receipt for “Renovate Right”.

11 – There was no contract and the receipt for “Renovate Right” was not dated.

2, 4, 5, 6, 8, 10, 11, 12, & 13 – There was no checklist provided and no clean verification provided.

3 – There was no EPA renovator certificate for the signer and no training record for the trained worker.

Post inspection, Inspector Ruge, via email, asked Mr. Dennis what the relationship was between K.C. Home Improvement Company of DC, LLC and Pella Mid-Atlantic, Inc. Mr. Dennis replied that “KCHI LLC carries the DC license and contracted the jobs then subcontracted them to PMA”.

Post inspection, Inspector Ruge, via email, asked Mr. Dennis “What is the relationship of Estate Construction to Pella Mid-Atlantic?” Mr. Dennis replied that “Estate Construction is our installation arm/company owned by PMA”.

V. Closing Conference

After all transaction documents were recorded, and statements of what was to be provided at a later date was initialed by Mr. Dennis on the Receipt for Documents Form, Inspector Ruge provided a copy of the Receipt for Documents Form to Mr. Dennis which he signed. The inspector provided Mr. Dennis with a compliance assistance package that included a copy of the U.S. EPA Small Business Resources Information Sheet (EPA-300-F-20-002), and briefly explained its contents. Inspector Ruge asked Mr. Dennis if he had any additional questions. Mr. Dennis inquired as to when the company might hear something. Inspector Ruge stated that a report must be written and presented to the EPA Case Development Officers. No time frame was given.

Inspector Ruge thanked Messrs. John Dennis, Andy Popovici, Brian Haney, and Aaron Smith, for their time and left the premises of Pella Mid-Atlantic at approximately 12:00 PM.